

Patent
Attorney Docket No. 10761.1461
Customer No. 81,331

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
Kevin N. Quiring et al.)
Application No.: 10/811,367) Group Art Unit: 3624
Filed: March 26, 2004) Examiner: Brandi P. Parker
For: ENHANCING INSIGHT-DRIVEN)
CUSTOMER INTERACTIONS) Confirmation No.: 2811
WITH AN OPTIMIZING ENGINE)

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

REPLY TO OFFICE ACTION

In reply to the Office Action mailed July 21, 2009, the period of response to which extends to November 23, 2009 with a one-month extension (November 21, 2009 being a Saturday), please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims in this paper.

An Interview Summary follows the amendment section of this paper.

Remarks follow the amendment sections of this paper.